

THE BROADMOOR



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**talentFOUND**

**CHLA**  
UNIVERSITY  
LIFELONG LEARNING

# **Certified Hospitality Supervisor (CHS) Supervisory Skill Builders Class Schedule**

**Beginning Thursday, July 20, 2023**

**Classroom Training: The Broadmoor**

**1 Lake Avenue, Colorado Springs, CO 80906 Phone: (719) 634-7711**

**Meeting Times (*Attendance is required ALL four days*):**

**Thursdays, July 20, July 27, and August 10 PLUS Tuesday, August 1, 2023  
9:30 a.m. to 4:00 p.m.**

<b><i>Class Meeting Dates:</i></b>	<b><i>Module Content:</i></b>
<b><i>Week #1:</i></b> <u>Thursday,</u> July 20, 2023 9:30 a.m. to 4:00 p.m.	Introduction Plus These Modules: 1. You as a Supervisor 2. Conducting Orientation & Training 3. Leadership (commence this module)
<b><i>Week #2:</i></b> <u>Thursday,</u> July 27, 2023 9:30 a.m. to 4:00 p.m.	Finish Module 3 and Proceed to Next 3 Modules: 4. Time Management 5. Effective Communication 6. Motivation and Team Building
<b><i>Week #3:</i></b> <b><u>TUESDAY,</u></b> August 1, 2023 9:30 a.m. to 4:00 p.m.	Finish Module 6 and Proceed to Next 3 Modules: 7. Handling Problems and Conflict 8. Staffing and Scheduling 9. Improving Employee Performance
<b><i>WEEK #4:</i></b> <u>Thursday,</u> August 10, 2023 9:30 a.m. to 3:30 p.m.* *Students may leave as they complete the exam.	Finish Module 9 plus Course Wrap Up and Exam Review Session for Exam Preparation <ul style="list-style-type: none"> <li>• Students to Take Certified Hospitality Supervisor (CHS) Exam</li> </ul> <p>*Note: Students may leave as they complete the exam, so class ends a bit early this day.</p>

Registrants are on their own for lunch and parking each day. Complimentary break beverages will be provided.

Trainer Contact Information: Kimberly A. Tranter, MBA, CHE, CHIA- AI, Founding Managing Director of CHLA University and Associate Professor, The College of Professional Studies, Johnson & Wales University  
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**Please Register by MONDAY, July 17** by visiting [www.chla.com](http://www.chla.com) → Click on Events → Click on Calendar → Click on the course starting date Thursday, July 20.



**Colorado Hotel & Lodging Association:** P.O Box 36298, Denver, CO 80236 US

Tel: (303) 297-8335 Website: [www.chla.com](http://www.chla.com)